Amendments to the Specification:

Please replace paragraph [0043] with the following rewritten paragraph:

[0041]   In step 410 of FIG. 4A, Internet Explorer is started. As Internet Explorer starts up, it also loads and initializes the Telephony Browser Helper Object (BHO) in step 420. A BHO is a Dynamic <u>Link</u> [~~Linked~~] Library that is loaded whenever a new instance of Internet Explorer is started. Such objects run in the same memory context as the web browser and can perform any action on the available windows and modules. In some versions of the Windows operating system, the BHOs are also loaded each time there is a new instance of Windows Explorer, Microsoft's browser for viewing the memory contents of the computer system. The BHOs are unloaded when the instance of Internet Explorer (IE) or Windows Explorer is destroyed.